

Hotel DIT Majestic Beach Resort

Written Community Policy Statement

It is the commitment of Hotel DIT Majestic Beach Resort to ensure attention is given to how its operations impacts upon the local residential and business community.

We will work to ensure that Hotel DIT Majestic Beach Resort has positive social and economic impacts, and wherever possible minimize or eliminate instances of negative impacts.

The primary goals related to our Community Policy are therefore as follows:

1. Certification

In order to satisfy broader sustainability criteria including the socio-economic impacts and staff welfare, Travelife Gold award standard has been achieved twice- 2012-2014 and 2014-2016.

2. Promotion of Responsible Tourism in the Area

Hotel DIT Majestic Beach Resort is a member of the Responsible Tourism Community. We aim to ensure that through this forum we are able to promote and improve greater economic and social benefits for the residential and business community.

The Hotel will also work with local schools and colleges upon request to provide familiarization tours, and where possible, work experience opportunities.

2. Purchasing

Whilst ensuring that quality of our product or commercial feasibility is not compromised, we aim to purchase and promote produce from the local area. This will help reduce CO2 emissions from transportation. Wherever possible, we pay our suppliers within the credit terms they request.

3. Employment

The hotel recognizes the importance of recruiting local people as employees, understanding that the majority of wages will therefore be spent locally, providing secondary economic benefit

to other businesses in the community. Additionally, it recognizes the long-term importance of local residents staying within the community, rather than having to seek employment elsewhere. We believe this policy helps preserve the vital community fabric that forms part of our unique hospitality product in DIT Majestic Beach Resort.

4. Donations and Charity

It is the policy of Hotel DIT Majestic Beach Resort that whenever items such as furniture or linen are no longer suitable for use within the hotel, it will offer these items to local organisations that may benefit from them (e.g. schools, local hospitals, community groups, etc). The hotel will also carefully consider how it may help the local community by the provision of in-kind support, such as auction prizes, etc. It may also consider sponsorship of local sports teams, provision of meeting space at subsidised or no costs, or advertising space for local businesses.

Signed:



HOST MANAGER

HOTEL DIT Majestic Beach Resort

Sunny beach

Bulgaria

Hotel DIT Majestic Beach Resort
Written Policy Statement for Environmental Management

It is the shared commitment of the management and owners of Hotel DIT Majestic Beach Resort to ensure optimal environmental management in its operation.

Recognizing the impact of tourism on natural resource availability and climate change, we will work to ensure Hotel DIT Majestic Beach Resort will incorporate energy saving devices where possible, ensure responsible waste management, avoid pollution, and encourage customers to respect and participate in the efforts to minimize the environmental impacts of the operation.

The primary goals related to environmental management are therefore as follows:

1. Certification

- In order to satisfy broader sustainability criteria including the socio-economic impacts and staff welfare, Travelife Gold award standard has been achieved twice- 2012-2014 and 2014-2016.

2. Electricity Supply and Management

Hotel DIT Majestic Beach Resort will set target electricity consumption at 8 kilowatt hours per guest night. Operationally, Hotel DIT Majestic Beach Resort will undertake the following:

- Ensure that all heavy and light equipment purchased in the future is rated as energy-efficient;
- Ensure all staff are trained as appropriate in energy conservation.

3. Electrical saving initiatives (add/delete/adapt as necessary)

Throughout the operation, Hotel DIT Majestic Beach Resort will ensure optimal energy efficiencies, by undertaking the following:

- Low energy light bulbs or LED lights will be used in all public areas, accommodations and back-of-house areas ;

- Lights in public rest rooms, corridors, basements and staff areas will be equipped with infra-red sensors ;
- Outdoor lighting will be controlled by light sensors and timers ;
- All rooms will be equipped with electronic key cards ;
- All accommodation will feature flat screen TV's with low standby consumption (maximum 25 W/h) and low energy refrigerators.

4. Water Supply and Management

Hotel DIT Majestic Beach Resort will, without compromising guest comfort or health and safety, further incorporate water saving devices and procedures to minimize overall water consumption. It will set target water consumption at 250 liters per guest night.

5. General water saving initiatives

- Gardens will be irrigated from water provided by the on-site sewage plant ;
- All accommodation taps and showers will be equipped with water flow restrictors, as follows:
 - o 10 liters per minute for showers

6. Hot water supply

All hot water for accommodation, wherever possible, will be produced from:

- Solar panels ;
- Electrical heating (as back up only).

7. Waste Management

The hotel will minimize solid waste production in all areas of the hotel, and encourage customers to join the recycling program. Specifically, it will:

- Purchase in bulk to avoid excess packaging ;
- Minimize the use of paper and plastic for customers ;
- Aim to recycle or compost all glass, paper, cardboard, oils, plastic and food waste.

8. Chemical Use

Wherever possible, the hotel will avoid the use of chemicals. It will ensure safe disposal of all chemicals that are in use, and work towards zero use within two years of operation.

Signed:



HOST MANAGER
HOTEL Majestic Beach Resort
Sunny Beach
Bulgaria

Hotel DIT Majestic Beach Resort

Written Policy Statement for Keeping Kids Safe

It is shared commitment of the management and owners of Hotel DIT Majestic Beach Resort to ensure that all our employees are afforded excellent possible working conditions at all times.

We believe our employees are our greatest assets and recognize our ethical as well as legal responsibilities to take care of them. We believe that by treating our employees well, they in turn will continue to take the very best care of our customers.

The primary goals related to our Keeping Kids Safe management are as follows:

1. Certification

In order to satisfy broader health and safety management criteria, Travelife Gold award standard has been achieved twice- 2012-2014 and 2014-2016.

2. Supervision

Hotel DIT Majestic Beach Resort will ensure that all people from the staff are required to report suspected child abuse and/or neglect. A person making a report in good faith will be supported, as their actions are to protect the welfare of the children in our care.

3. Induction and training

The hotel will make sure to provide clear instructions and information and adequate training to ensure employees are well aware of how to keep the children safe and how to take adequate actions if they are needed. The personal will be trained also how to react if there is a sign of child abuse or neglect.

4. Signs

Hotel DIT Majestic Beach Resort will make sure to put information boards around the kids' areas. They will give clear instructions for the guests, the parents and the staff how to keep the kids safe.

5. Actions

The hotel will make sure that in case of child abuse or any threat the staff members will inform the management who will take action avoiding the problem. This may involve the local authorities as well. The hotel will make sure that the staff members, as well as the guests know that the hotel do not tolerate child abuse and that the hotel will take all the necessary actions avoiding that.

Signed:



HOST MANAGER

HOTEL Majestic Beach Resort

Sunny Beach

Bulgaria

Hotel DIT Majestic Beach Resort

Written Policy Statement for Health And Safety

It is shared commitment of the management and owners of Hotel DIT Majestic Beach Resort to ensure that all our employees are afforded excellent possible working conditions at all times.

We believe our employees are our greatest assets and recognize our ethical as well as legal responsibilities to take care of them. We believe that by treating our employees well, they in turn will continue to take the very best care of our customers.

The primary goals related to our Health and Safety management are as follows:

1. Certification

In order to satisfy broader health and safety management criteria, Travelife Gold award standard has been achieved twice- 2012-2014 and 2014-2016.,

2. Safety

Hotel DIT Majestic Beach Resort will ensure to prevent accidents and cases of work – related ill health by managing the health and safety risks in the workplace.

3. Induction and training

The hotel will make sure to provide clear instructions and information and adequate training to ensure employees are competent to do their work.

4. Consultations

Hotel Majestic Beach Resort will engage and consult with employees on day-to-day health and safety conditions. Staff will be routinely consulted on health and safety matters as they arise but also formally consulted at regular health and safety performance review meetings or sooner if required.

5. General safety procedures

The hotel will implement emergency procedures – evacuation in case of fire or other significant incident. Evacuation plans are tested from time to time and updated as necessary. Also the hotel will maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery and ensure safe storage/use of substances. The hotel will make a system in place for routine inspections and testing of equipment and machinery and for ensuring that action is promptly taken to address and defects.

Signed:



HOST MANAGER

HOTEL Majestic Beach Resort

Sunny Beach

Bulgaria

Hotel DIT Majestic Beach Resort
Written Policy Statement for Human Resource Management

It is the shared commitment of the management and owners of Hotel DIT Majestic Beach Resort to ensure that all our employees are afforded excellent possible working conditions at all times.

We believe our employees are our greatest assets, and recognize our ethical as well as legal responsibilities to take care of them. We believe that by treating our employees well, they in turn will continue to take the very best care of our customers.

The primary goals therefore related to our human resource management are as follows:

1. Certification

- In order to satisfy broader human resource management criteria, Travelife Gold award standard has been achieved twice- 2012-2014 and 2014-2016.

2. Recruitment

Hotel DIT Majestic Beach Resort will ensure that a fair system is in place so that all applicants for available positions are fairly considered. Hotel DIT Majestic Beach Resort will not discriminate in any way and welcomes applications from all candidates regardless of their race, age, sex, nationality, disability or religion.

3. Contract

Throughout the period of employment, all Hotel DIT Majestic Beach Resort employees will have a contract that meets as a minimum the regulations as stipulated by national law.

4. Induction and Training

Hotel DIT Majestic Beach Resort will ensure that all new employees are provided with appropriate induction and training. This will cover such areas as company philosophy and

culture, product knowledge, employee welfare and benefits, health and safety, performance management, etc.

5. Development and Promotion

All employees of Hotel DIT Majestic Beach Resort will be encouraged to further development of their skills and opportunities for promotion will be provided wherever possible. All employees will have individual objectives, and individual development plans will be agreed with managers/supervisors to review objectives and agree new targets.

Signed:



HOST MANAGER

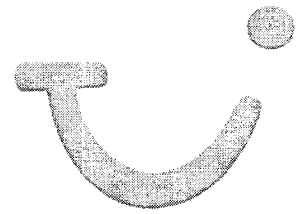
HOTEL Majestic Beach Resort

Sunny Beach

Bulgaria

Property Audit Safety System

Issues to Resolve Report



TUI Nordic

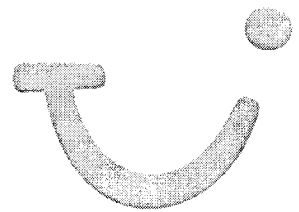
+46 8 720 74 53

Unit Name	MAJESTIC	Score	64.00
Resort		Grade	LOW
Sub Resort		Expert	
Date Completed	29/06/2012		
Completed by	Sirpa Gardiner		
Printed			

1	FIRE & GENERAL SAFETY NEW	Date Agreed	Date Resolved
<p><u>Location : Complex</u></p> <p><u>Type 5 - 4 floors and above, with enclosed corridors</u></p>			
01.05.02	<p><u>Are all stairways protected by self-closing fire doors on all levels?</u></p> <p>All stairways to be enclosed at all upper levels by partitions and doors offering a minimum standard of 30 minutes fire resistance. Doors should be self-closing and smoke stopping. Self-closers to be maintained well throughout the complex.</p>	Asap	
01.01	<p><u>Are the emergency exit routes clearly signed including final exits?</u></p> <p>The route to be used in case of emergency should be clearly indicated by directional exit signage. Final exit doors to be signed as exits. Add lobby level and restaurant area etc.</p>	Asap	
01.19.03a	<p><u>Are all public railing gaps less than 10 cm?</u></p> <p>Any vertical or horizontal gaps between the balustrade railing must be less than 10cm. If necessary netting or perspex should be provided as a temporary measure to cover such gaps. If gaps are vertical it is a risk as it produces a climbing hazard for small children</p> <p><u>WALKWAYS, STEPS, STAIRS, RAMPS, DROPS ETC</u> <u>Internal/External areas throughout the complex.</u></p>		
01.19.04	<p><u>In other hotel areas with level differences and side drops more than 50 cm are handrails fixed?</u></p>		

Property Audit Safety System

Issues to Resolve Report



TUI Nordic

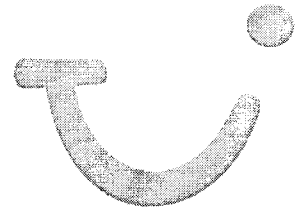
+46 8 720 74 53

Unit Name	MAJESTIC	Score	64.00
Resort		Grade	LOW
Sub Resort		Expert	
Date Completed	29/06/2012		
Completed by	Sirpa Gardiner		
Printed			

1	FIRE & GENERAL SAFETY NEW	Date Agreed	Date Resolved
	<p>All hotel areas where level differences in walk ways and side drops more than 50 cm are identified should be provided with handrails or other adequate protection from injury risk. Note all steps/ramps should have handrails to hold on. For example from reception to pool area none handrails, plus other steps in complex no handrails. In case width of the steps is 1 m 20 cm or more handrails needed both side of the stairway.</p>		

Property Audit Safety System

Issues to Resolve Report



TUI Nordic

+46 8 720 74 53

Unit Name	MAJESTIC	Score	64.00
Resort		Grade	LOW
Sub Resort		Expert	
Date Completed	29/06/2012		
Completed by	Sirpa Gardiner		
Printed			

This document confirms the agreement of the property to work with us on improving the overall standards of customer safety in their Establishment. This Safety First audit has been complete in accordance with the FTO Codes of Practise and the issues noted have been raised for resolution within mutually acceptable dates.

Signed on behalf of Property

Name

Position

Signature

Date

Signed on behalf of Company

Name

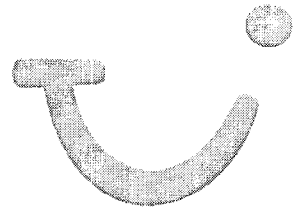
Position

Signature

Date

Property Audit Safety System

Issues to Resolve Report



TUI Nordic

+46 8 720 74 53

Unit Name	MAJESTIC BEACH	Score
Resort		Grade LOW
Sub Resort		Expert
Date Completed	29/06/2012	
Completed by	Sirpa Gardiner	
Printed	29/06/2012 at 10:27:37	

3 CHILD SAFETY TUI NO	Date Agreed	Date Resolved
<p><u>Location : Kids Club House when in Use</u></p> <p>03.04.02 <u>Are all low lying electric sockets in the children's club room protected by safety plugs?</u></p> <p>Safety plugs must protect all low-lying sockets.</p> <p><u>DOORS AND FRAMES - PINCH PROTECTION</u></p> <p>04.06.00a <u>Are doors and door frames inside the club area provided with pinch (clamp) protection?</u></p>	<p>29/06/2012</p> <p>29/06/2012</p>	<p>29/06/2012</p> <p>29/06/2012</p>

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Signed on behalf of Property

Name

Position

Signature

Date

Signed on behalf of Company

Name

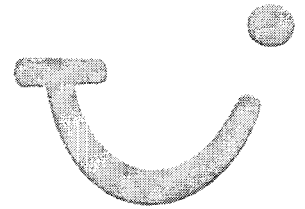
Position

Signature

Date

Property Audit Safety System

Issues to Resolve Report



TUI Nordic

+46 8 720 74 53

Unit Name	MAJESTIC	Score
Resort		Grade LOW
Sub Resort		Expert
Date Completed	29/06/2012	
Completed by	Sirpa Gardiner	
Printed		

2 POOL SAFETY NEW	Date Agreed	Date Resolved
<p><u>Location : Pools</u></p> <p>02.03.03 <u>Are there prominently displayed pictorial "No Diving" signs when the depth is less than 1.5 m?</u></p> <p>Diving from the poolside should be prohibited where the depth of water is less than 1.5m. Pictorial no diving signs should be added in this area. Provide ASAP visible places big pictorial signs around all pools, ideal on the walls nearby the pools.</p>	02.03.12	

This document confirms the agreement of the property to work with us on improving the overall standards of customer safety in their Establishment. This Safety First audit has been complete in accordance with the FTO Codes of Practice and the issues noted have been raised for resolution within mutually acceptable dates:

Signed on behalf of Property

Name Sirpa Gardiner

Position General Manager

Signature [Signature]

Date 29/06/2012

Signed on behalf of Company

Name

Position

Signature

Date

Albena Angelova

From: Rocco Bonomo [rbonomo@abta.co.uk]
Sent: 18 септември 2013 19:19
To: Albena Angelova
Cc: Mark Bamford
Subject: Travelife Audit Result
Attachments: Single Gold logos x4.zip

Dear Ms Angelova,

I am delighted to inform you that, as a result of suggested improvements recently made, the Majestic Hotel has now achieved the following Travelife level: "**GOLD Award**". Congratulations.

Please find attached the Travelife logo which can be used for marketing purposes.

As you may be aware your Travelife subscription entitles you to entry to the Travelife Collection**. www.travelifecollection.com

In order to set up your account I will need the following details:

Full hotel name
Official star rating
Contact email of the person responsible for updating the information
Names of any tour operators you work with*

Upon receipt of the above details your Travelife Collection account will be set up.

** Only Travelife tour operators will be listed.*

*** Entry requires you to reach a Travelife Bronze, Silver or Gold within the next 4 months.*

If you need further information please do not hesitate to contact me.

Thank you.

Best Regards,

co Bonomo
Travelife Co-ordinator
E: rbonomo@abta.co.uk
T: 020 3117 0518
F: 020 3117 0581

www.travelife.org



Please stay green. and keep it on the screen